Bell Atlantic
Performance Monitoring Reports [1]

Definitions & Glossary

[1] Per FCC 97-286

Pre-Ordering:

1. Response Time OSS Interface: *Average Response Time for Pre-Ordering Information*			
Definition	"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the DCAS/ECG access platform. For BA this performance is measured directly to and from the Operations Support System. (OSS) (Does not apply to Web GUI interface). Other Pre-Order includes the average response time for the following transactions: Due Date Availability, Address Validation, Product & Service Availability and Telephone Number Availability/Reservation.		
Exclusions:	• None		
Methodology	Methodology: Simulation of Service Representatives' (both BA and CLEC) requests using Sentinel System. Sentinel is a system designed to monitor system operations by generating transactions. Sentinel replicates transactions of a Bell Atlantic service representative using the OSS and of a CLEC representative accessing the OSS through the DCAS/ECG interface. By replicating the keystrokes of a representative, Sentinel is able to measure transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of ten Transactions per hour per transaction type, for each interface is taken from Monday - Friday 8 AM to 5 PM.		
Formula	∑ Response Times / Number of Simulated Transactions		
Sub-Metrics		*FCC Metric #*	
		Retail	CLEC
	• Customer Service Record Interface (Second)	1.01	1.11
	• Other Pre-Ordering Interface (Second)	1.02	1.12
Report Dimensions	Geography: State [2] BA Retail CLEC Aggregate Data		

[2] States sharing the same interface will have identical performance results.

Pre-Ordering (continued)

2. OSS Interface Availability		
Definition	"OSS Interface availability" measures the hours during which the Carrier Interface is actually available as a percentage of scheduled availability. The Interface is scheduled to be available twenty-four hours a day, seven days a week. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface. For the former NYNEX states, a single interface handles pre-ordering, ordering and maintenance transactions. For the former Bell Atlantic states, a single interface handles pre-ordering and maintenance transactions.	
Exclusions:	• None	
Formula	(Number of hours in month less number of hours interface is not available / Number of Hours in Month) x 100	
Sub-Metrics		*FCC Metric #*
		CLEC
	• OSS Interface Availability (%)	2.01
Report Dimensions	Geography: State [3] CLEC Aggregate Data	

[3] States sharing the same interface will have identical performance results.

Ordering:

3. Order Confirmation Timeliness

Definition

For Resale and UNE:

Order Confirmation Timeliness - Average Response Time:

The amount of elapsed time (in hours) between receipt of a valid order request and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Hours exclude weekends and Holidays. For the former NYNEX states: All Orders Received by fax after 3 PM are considered received the next business day at 8AM. For the former Bell Atlantic states orders received by fax after 12 noon are considered received the next business day.

For Interconnection Trunks:

Order Confirmation Timeliness - Average Response Time:

The amount of elapsed time (in hours) between receipt of a valid Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Orders that are rejected will have the clock re-started upon receipt of a valid order. Hours exclude weekends and Holidays. All intervals apply to orders for less than 192 trunks for which facilities are available. All ASRs must be electronically transmitted for intervals to apply. (Reciprocal trunks have been excluded from the ordering measures).

Order Confirmation Timeliness: % > 10 Days

For Trunk Orders (non-negotiated due dates) the % of FOCs that are sent more than 10 days after receipt of valid ASR.

Exclusions:

- Rejected Orders
- Weekend and Holiday Hours

Formula

∑ (Date and time Order Confirmed less Date and time order received) / Number of orders confirmed

Sub-Metrics

	FCC Metric #			
	Resale POTS	Resale Specials	UNE POTS	UNE Specials
Non-Mechanized Orders:				
• Average Response Time (Hrs) (Manual) < 10 Lines	3.01	3.04	3.07	3.10
• Average Response Time (Hrs) (Manual) ≥ 10 Lines	3.02	3.05	3.08	3.11
Mechanized Orders:				
• Average Response Time (Hrs) Mechanized	3.03	3.06	3.09	3.12

	Interconnection Trunks
• Average Firm Order Confirmation Response Time (Days)	3.13
• % > 10 Days	3.14

Report Dimensions

Geography: State
CLEC Aggregate
CLEC Specific Data Available upon written request

Ordering (continued)

4. Reject Timeliness

Definition

For Resale and UNE:

Reject Timeliness - Average Response Time:

The amount of elapsed time (in hours) between receipt of an order request and distribution of a reject notice. Hours exclude weekends and Holidays. For the former NYNEX states: All Orders Received by fax after 3 PM are considered received the next business day at 8AM. For the former Bell Atlantic states orders received by fax after 12:00 noon are considered received the next business day.

For Interconnection Trunks:

Reject Timeliness - Average Response Time:

The amount of elapsed time (in hours) between receipt of an Access Service Request (ASR) and distribution of a Reject. All intervals apply to orders for less than 192 trunks for which facilities are available. All ASRs must be electronically transmitted for intervals to apply.
(Reciprocal trunks have been excluded from the ordering measures).

Reject Timeliness: % > 10 Days

For Trunk Orders (non-negotiated due dates) the % of rejects that are sent more than 10 days after receipt of valid ASR.

Exclusions:

- Weekend and Holiday Hours

Formula

∑ (Date and time Order Rejected or Queried - Date and time order received) / Number of orders rejected or queried

Sub-Metrics

	FCC Metric #			
	Resale POTS	Resale Specials	UNE POTS	UNE Specials
Mechanized Orders:				
• Average Reject Response Time (Hrs) Mechanized	4.01	4.04	4.07	4.10
Mechanized Non-Mechanized Orders:				
• Average Reject Response Time (Hrs) (Manual) < 10 Lines	4.02	4.05	4.08	4.11
• Average Reject Response Time (Hrs) (Manual) ≥ 10 Lines	4.03	4.06	4.09	4.12

	Interconnection Trunks
• Average Response Time (Days) All	4.13
• % > 10 Days	4.14

Report Dimensions

Geography: State
CLEC Aggregate
CLEC Specific Data Available upon written request

Ordering (continued)

5. % Rejects				
Definition	The percent of orders received by Bell Atlantic that are rejected or queried. Orders are rejected due to omission or error of required order information.			
Exclusions:	• None			
Formula	(Number of Rejected or Queried orders / Number of order requests) x 100			
Sub-Metrics		*FCC Metric #*		
		Resale	UNE	Interconn. Trunks
	• % Rejects	5.01	5.02	5.03
Report Dimensions	Geography: State CLEC Aggregate CLEC Specific Data Available upon written request			

Ordering (continued)

6. Completion Notification Timeliness

Definition

For Resale and UNE

In the former NYNEX states, this measure is defined as the average duration, in days, from the notice to BA billing service order system completion date to the distribution of the order completion notification.

In the former Bell Atlantic states, this measure is defined as the average duration, in days, from work completion to the distribution of the order completion notification.

Completion notifications for Resale and UNE orders received via EIF or WEB/GUI are delivered mechanically via the same interface. For UNEs where no switching is involved in all Bell Atlantic states, the measure is taken from the actual turnover of Loop to verbal acceptance by the CLEC representative.

For Interconnection trunks

This is measured from actual work completion to acceptance at turn-up. It represents the amount of time for the BA technician to contact the CLEC for a cooperative test at acceptance of trunks.

Exclusions:

- None

Formula

Former NYNEX States: ∑ (Date and time Order Completion Notice sent – date and time order completed in billing system) / Number of order completion notices

Former Bell Atlantic States: ∑ (Date and time Order Completion Notice sent – date and time physical work completed) / Number of order completion notices

Sub-Metrics

	FCC Metric #		
	Resale	UNE	Interconn. Trunks
• Average Completion Notification (days)	6.01	6.02	6.03

Report Dimensions

Geography: State
CLEC Aggregate
CLEC Specific Data Available upon written request

Ordering (continued)

7. % Flow Through			
Definition	The percent of valid orders received through the electronic ordering interface and processed directly to the legacy service order processor without manual intervention. These service orders require no secondary action for a BA service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.		
Exclusions:	• Orders transmitted via fax or US Mail		
Formula	(Orders Electronically Processed Through to SOP / Total Electronic Orders Received) x 100		
Sub-Metrics		*FCC Metric #*	
		Resale	UNE
	• % Flow Through Orders	7.01	7.02
Report Dimensions	Geography: State CLEC Aggregate		

Provisioning:

8. Average Offered Interval				
Definition	The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. Also known as average appointment interval. (*Note- The total of the 3 line count categories for dispatch will not equate to the "Average Interval – Offered Days – Total – Dispatch" because zero lines orders are included in the total).			
Exclusions:	• Orders where customers request a due date that is beyond the standard available appointment interval. • Excludes Coordinated cut-over Orders			
Formula	∑ (Committed Due Date – Application Date) / Number of Orders			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• Average Interval - Offered (Days) (Total - No Dispatch)	8.01	8.11	8.21
	• Average Interval - Offered (Days) (Total - Dispatch)	8.02	8.12	8.22
	• Average Interval - Offered (Days) (1 - 5 Lines- Dispatch)	8.03	8.13	8.23
	• Average Interval - Offered (Days) (6 - 9 Lines -Dispatch)	8.04	8.14	8.24
	• Average Interval - Offered (Days) (≥ 10 Lines -Dispatch)	8.05	8.15	8.25
		Retail Specials	Resale Specials	UNE Specials
	• Average Interval Offered - (Days) (Total - No Dispatch)	8.06	8.16	8.26
	• Average Interval Offered - (Days) (Total - Dispatch)	8.07	8.17	8.27
		Retail Trunks [4]	Interconnection Trunks	
	• Average Interval - Offered (Days) (Total)	8.31	8.32	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[4] Retail Trunks are IXC Feature Group D trunks

Provisioning (continued)

9. Average Completion Interval					
Definition	The average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. (*Note- The total of the 3 line count categories for dispatch will not equate to the "Average Interval – Completed Days – Total – Dispatch" because zero lines orders are included in the total).				
Exclusions:	• Orders where customers request a due date that is beyond the standard available appointment interval. • Orders completed late due to any end user or CLEC caused delay				
Formula	∑ (Completion Date – Application Date) / Number of Orders				
Sub-Metrics		*FCC Metric #*			
		Retail POTS	Resale POTS	UNE POTS	
	• Average Interval - Completed (Days) (Total -No Dispatch)	9.01	9.11	9.21	
	• Average Interval - Completed (Days) (Total - Dispatch)	9.02	9.12	9.22	
	• Average Interval - Completed (Day) (1 - 5 Lines - Dispatch)	9.03	9.13	9.23	
	• Average Interval - Completed (Days) (6 - 9 Lines -Dispatch)	9.04	9.14	9.24	
	• Average Interval - Completed (Days) (≥ 10 Lines -Dispatch)	9.05	9.15	9.25	
		Retail Specials	Resale Specials	UNE Specials	
	• Average Interval - Completed (Days) (Total - No Dispatch)	9.06	9.16	9.26	
	• Average Interval - Completed (Days) (Total - Dispatch)	9.07	9.17	9.27	
		Retail Trunks [5]	Interconnection Trunks		
	• Average Interval - Completed (Days) (Total)	9.31	9.32		
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request				

[5] Retail Trunks are IXC Feature Group D trunks

Provisioning (continued)

10. % Completed Within 5 Business Days				
Definition	For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date that a valid service request is received.			
Exclusions:	• Orders where customer requests due dates beyond the standard appointment interval. • Orders completed late due to any end user or CLEC caused delay • Note: The measure is designed to exclude coordinated cut-over Unbundled Network Elements such as loops or number portability orders, however the capability to exclude these orders is under development. The coding for hot-cut orders is expected to be complete in October 1998.			
Formula	(The number of POTS orders for 5 or fewer lines where (Completion Date – Application Date) is less than or equal to 5 days) / Number of POTS Orders for 5 or fewer lines x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• % Completed within 5 Business Days - Total	10.01	10.02	10.03
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

Provisioning (continued)

11. % Missed Installation Appointments				
Definition	The Percent of Orders completed after the committed appointment date.			
Exclusions:	• Missed appointments caused by CLEC or end user delay.			
Formula	(Orders with Bell Atlantic Missed Appointment Code / Total Orders) x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• % Missed Installation Appointments - Dispatch • % Missed Installation Appointments - No Dispatch	11.01 11.02	11.04 11.05	11.07 11.08
		Retail Specials	Resale Specials	UNE Specials
	• % Missed Installation Appointments - Total	11.03	11.06	11.09
		Retail Trunks [6]	Interconnection Trunks	
	• % Missed Installation Appointments - Total	11.10	11.11	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[6] Retail Trunks are IXC Feature Group D trunks

Provisioning (continued)

12. Facility Missed Orders (%)				
Definition	The Percent of Orders completed after the committed appointment date, where the cause of the delay is lack of facilities.			
Exclusions:	• Missed appointments caused by CLEC or end user delay.			
Formula	(Orders with Facility Miss Code / Total Orders) x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• Facility Missed Orders (%)	12.01	12.03	12.05
		Retail Specials	Resale Specials	UNE Specials
	• Facility Missed Orders (%)	12.02	12.04	12.06
		Retail Trunks [7]	Interconnection Trunks	
	• Facility Missed Orders (%)	12.07	12.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[7] Retail Trunks are IXC Feature Group D trunks

Provisioning (continued)

13. % Installation Troubles Within 30 Days				
Definition	The percent of lines/circuits/trunks ordered where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office).			
Exclusions:	• Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action.			
Formula	Installation Troubles Disposition Code 3, 4 and 5 / Lines ordered x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• % Installation Troubles Within 30 Days	13.01	13.03	13.05
		Retail Specials	Resale Specials	UNE Specials
	• % Installation Troubles Within 30 Days	13.02	13.04	13.06
		Retail Trunks [8]	Interconnection Trunks	
	• % Installation Troubles Within 30 Days	13.07	13.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[8] Retail Trunks are IXC Feature Group D trunks

Maintenance:

14. Customer Trouble Report Rate					
Definition	Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).				
Exclusions:	• Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action.				
Formula	(Total Network Troubles / (Lines/circuits/trunks) in service) x 100				
Sub-Metrics		*FCC Metric #*			
		Retail POTS	Resale POTS	UNE POTS	
	• Customer Trouble Report Rate (per 100 lines)	14.01	14.03	14.05	
		Retail Specials	Resale Specials	UNE Specials	
	• Customer Trouble Report Rate (per 100 circuits)	14.02	14.04	14.09	
		Retail Trunks [9]		Interconnection Trunks	
	• Customer Trouble Report Rate (per 100 trunks)	14.07		14.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request				

[9] Retail Trunks are IXC Feature Group D Trunks

Maintenance (continued)

15. Missed Repair Appointments (%)				
Definition	The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office).			
Exclusions:	• Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval • Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action.			
Formula	(Total Network Troubles with Missed Appointments/ Total Network Troubles) x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• % Missed Appointments – Dispatch	15.01	15.03	15.05
	• % Missed Appointment – No Dispatch	15.02	15.04	15.06
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

Maintenance (continued)

16. Mean Time to Repair				
Definition	Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). For POTS-type services this is measured on a "running clock" basis. Run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).			
Exclusions:	• Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action.			
Formula	∑ Receipt to Clear Duration for Network Troubles / Total Network Troubles			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• MTTR - Mean Time to Repair (Total) (Hrs)	16.01	16.03	16.05
		Retail Specials	Resale Specials	UNE Specials
	• MTTR - Mean Time to Repair (Stop Clock) (Hrs)	16.02	16.04	16.06
		Retail Trunks [10]	Interconnection Trunks	
	• MTTR - Mean Time to Repair (Stop Clock) (Hrs)	16.07	16.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[10] Retail Trunks are IXC Feature Group D Trunks

Maintenance (continued)

17. % Out of Service > 24 Hours				
Definition	The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than 24 hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office).			
Exclusions:	• Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action • Troubles not out of service			
Formula	(The number of out of service network troubles where Trouble Receipt Date/Time – Trouble Clear Date/Time is greater than or equal to 24 hours / Number of Out of Service Network Troubles) x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• Out of Service > 24 Hours (%)	17.01	17.03	17.05
		Retail Specials	Resale Specials	UNE Specials
	• Out of Service > 24 Hours (%)	17.02	17.04	17.06
		Retail Trunks [11]	Interconnection Trunks	
	• Out of Service > 24 Hours (%)	17.07	17.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[11] Retail Trunks are IXC Feature Group D Trunks

Maintenance (continued)

18. % Repeat Trouble Reports Within 30 Days				
Definition	The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days.			
Exclusions:	A report is not scored a repeat where the original reports are: • Troubles that had an originating disposition code of CPE (customer premise equipment – disposition codes 12 and 13) • Troubles that had an originating disposition code of Customer Action (disposition code 6) • Troubles that are originally closed as Front End Close-Outs Excluded from the "repeat" reports are: • Subsequent reports (additional customer calls while the trouble is pending) • Customer Provided Equipment (CPE) troubles • Troubles reported but not found upon dispatch (Found OK and Test OK). • Troubles closed due to customer action.			
Formula	(Number of Repeated Network Troubles / Total Network Troubles) x 100			
Sub-Metrics		*FCC Metric #*		
		Retail POTS	Resale POTS	UNE POTS
	• % Repeat Reports Within 30 Days	18.01	18.03	18.05
		Retail Specials	Resale Specials	UNE Specials
	• % Repeat Reports Within 30 Days	18.02	18.04	18.06
		Retail Trunks [12]	Interconnection Trunks	
	• % Repeat Reports Within 30 Days	18.07	18.08	
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request			

[12] Retail Trunks are IXC Feature Group D Trunks

Trunking Performance

19. % Common Trunk Blocking and 20. % Dedicated Final Trunk Blocking			
Definition	The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.] BA provides two measures: (1) Common Final Trunks are trunks carrying Local Traffic (including CLEC traffic and BA traffic) between offices. Typical common final trunks are between end offices and access tandems; (2) Dedicated Final Trunks are trunks dedicated to a particular CLEC and carry traffic from the BA access tandem to the CLEC.		
Exclusions:	• IXC Dedicated Trunks • Common Trunks carrying only IXC traffic		
Formula	(Number of Trunk Groups exceeding threshold / Number of Trunk Groups) x 100		
Sub-Metrics		*FCC Metric #*	
		Common Final Trunks	Dedicated Final Trunks
	• % Common Trunk Blocking	19.01	NA
	• % Dedicated Final Trunk Blocking	NA	20.01
Source & Methodology	The system used to measure network trunk group performance is TNDS (Total Network Data System).		
Report Dimensions	Geography: State BA Retail CLEC Aggregate CLEC Specific Data Available upon written request		

Billing:

21. Timeliness of Daily Usage Feed		
Definition	The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed. Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as BA's.	
Exclusions:	• None	
Formula	(Total usage records in "y" business days / total records on file) x 100 *(note: y = 3, 4, 5 or 8)*	
Sub-Metrics		*FCC Metric #* CLEC [13]
	• % in (3) Business Days - Daily Usage Feed	21.01
	• % in (4) Business Days - Daily Usage Feed	21.02
	• % in (5) Business Days - Daily Usage Feed	21.03
	• % in (8) Business Days - Daily Usage Feed	21.04
Report Dimensions	Geography: State CLEC Aggregate CLEC Specific Data Available upon written request	

[13] Combined Resale plus UNE performance

Billing (continued)

22. Timeliness of Carrier Bill		
Definition	The percent of carrier bills ready for distribution to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.	
Exclusions:	• None	
Formula	(Number of Bills sent within 10 business days / number of bills sent) x 100	
Sub-Metrics		*FCC Metric #*
		CLEC [14]
	• Timeliness of Carrier Bill: % in 10 Business Days	22.01
Report Dimensions	Geography: State BA Retail CLEC Aggregate	

[14] Combined Resale plus UNE performance

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
Common Final Trunk Blockage:	Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, local common trunks are engineered at the B.01 level.
Common Trunks:	(A) *High Usage Trunks* carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies except the Washington Metropolitan calling area. In Wash-Met the local trunks are designed such that 1% (B.01 standard) of traffic will overflow during the busy hour. (B) *Final Trunks*: (All Bell Atlantic except NY LATA 132 and Washington Metropolitan calling area.) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (C) *Final Trunks - Local* (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (D) *Final Trunks - Local* (Washington Metropolitan Calling Area) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 1.0% (B.01 standard) of traffic will block during the busy hour. (E) *Final Trunks – IXC* (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals.
CPE	Customer Premises Equipment
DCAS	Direct Customer Access System: The system developed initially for the North States (CT, MA, ME, NH, NY and VT) for a CLEC to transact with Bell Atlantic. DCAS supports GUI, EDI and EIF transactions.

Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	(F) *High Usage Trunks – CLEC Interconnection*: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way local traffic between a Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. These trunks are ordered by the CLEC. (G) *Final Trunks – CLEC Interconnection:* carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from BA and engineer to their desired blocking design threshold. (H) *High Usage Trunks – BA to CLEC Interconnection*: carry one-way local traffic from a Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (I) *Final Trunks – BA to CLEC Interconnection:* carry one-way traffic from a BA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (J) *High Usage Trunks – IXC Feature Group D*: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA. (K) *Final Trunks – IXC Feature Group D* carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.
Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 3 or 4.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
ECG	Electronic Communications Gateway. The pre-order and trouble reporting interface initially deployed in the South (DC, DE, MD, NJ, PA, VA, WV) states.
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).

Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS/ECG) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Network Troubles	Troubles with a disposition code of 3 (drop), 4 (loop), or 5 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BA representative into the BA Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
Total - No Dispatch	All orders that require NO dispatch outside of a Bell Atlantic Central Office. This includes orders that require switch translation and/or central office dispatch for wiring work. Line size is not broken out.
Reject	An order is rejected when there are omissions or errors on required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
SOP	Service Order Processor
Special Services	*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.